



# STUDENT WORKBOOK



## Module – Communication Tools

### Overview

**Students will apply the communication tools discussed in the video to analyze past experiences in order to build on successes and learn from mistakes**

**Exercise:** Take 15 minutes and complete the following exercise

Think of a recent example on an incident in which you were involved in a miscommunication and answer the following questions. Get together in your small group and choose an example from the group's experiences. Use the five communication responsibilities as an analytical tool to guide the group's discussion.

- Brief
- Debrief
- Acknowledge and understand messages
- Communicate hazards to others
- Ask if you don't know

1. Why did the miscommunication occur? What tools were not used or misused?
2. What impact did it have?
3. If you had a chance to do it over again, what specifically would you do differently?

Think of a recent example on an incident in which there was a successful outcome as a result of your effective communication. Use the same analytical method as above.

1. How did the communication occur? (tools, methods, techniques used)
2. What impact did it have?
3. What lesson can you learn from this example to apply to an incident in the future?



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Explore the [Tech Tools](#) web page on the WFSTAR website. Tech tools purpose is to provide a place for firefighters to get technology that helps them do their job safer and more efficiently.

Module Evaluation QR code



[Tech Tools](#)

